



32.01.02.D1 Complaint and Appeal Process for Non-faculty Employees

Approved: February 25, 2014

Revised:

Next Scheduled Review: February 25, 2017

Rule Statement

This rule provides uniform administration of complaint and appeal procedures within the university in accordance with System Regulation 32.01.02 *Complaint and Appeal Process for Non-faculty Employees* and System Regulation 08.01.01 *Civil Rights Compliance* and state law.

Reason for Rule

The purpose of this rule is to establish a process for resolving non-faculty employee complaints.

Procedures and Responsibilities

1. GENERAL:

- 1.1 The Director of Employee Services or designee is responsible to administer the complaint and appeal process for TAMUCT non-faculty employees.
- 1.2 Most problems can be resolved through informal discussions between the employee and the co-worker, immediate supervisor, department head, and/or the Office of Employee Services staff. Oral complaints are considered informal. Although an employee is encouraged to resolve a complaint informally in accordance with this process, he or she may file a complaint without first seeking informal resolution.
- 1.3 The timelines and processes established by System Regulation 32.01.02 *Complaint and Appeal Process for Non-faculty Employees* will be followed for the filing and resolution of a complaint.
- 1.4 The processes outlined in this procedure supplement but do not supersede System Regulation 32.02.01 *Complaint and Appeal Process for Non-faculty Employees*.
- 1.5 An employee's complaint alleging discrimination, sexual harassment, and/or related retaliation must be filed in accordance with System Regulation 08.01.01 *Civil Rights Compliance* and University Rule 08.01.01.D1 *Civil Rights Compliance*.

2. PROCEDURES:

- 2.1 An employee may file a complaint by completing the Formal Complaint Form on the Office of Employee Services (OES) website, by using the EthicsPoint website (link at the OES website) or by other written means and then delivering the complaint to the Director of Employee Services.
- 2.2 The Director of Employee Services will review and investigate the complaint or may designate an administrator to review and investigate the complaint. The Director of Employee Services will be available to coordinate and assist the designated administrator's office in completing the investigation. Once the review and investigation concludes the Director of Employee Services or the designated administrator will provide a written decision. If deemed necessary, the President may designate someone who is not a University employee to investigate the complaint and provide a written decision.
- 2.3 All employees are required to cooperate fully with those performing an investigation pursuant to this rule. Any retaliatory action taken against an employee for filing a complaint or otherwise participating in the procedures established by this regulation is prohibited. The filing of a complaint, however, will not constrain the university from taking appropriate employment action.

Related Statutes, Policies, or Requirements

[System Policy 08.01 *Civil Rights Protections and Compliance*](#)

[System Regulation 08.01.01 *Civil Rights Compliance*](#)

University Rule 08.01.01.D1 *Civil Rights Compliance*

[System Policy 32.01 *Employee Complaint and Appeal Procedures*](#)

[System Regulation 32.01.02 *Complaint and Appeal Process for Nonfaculty Employees*](#)

Definitions

Non-faculty – a full-time or part-time position to include staff, student workers, graduate assistants, and teaching assistants, but not faculty members.

Complaint – a written allegation made by a complainant and submitted in accordance with this procedure, regarding the employee's employment conditions.

Appendix

[Formal Complaint Form](#)

ethicspoint.com

Contact Office

Office of Employee services
(254) 519-8016